



Joanna Rose C. Arcillas

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Personal Objective

High performing individual seeking for an opportunity to work in a collaborative and engaging environment and apply extensive knowledge and skills in a any progressive position within your organization

Educational Background

Bachelor of Science in Industrial Technology

Laguna State Polytechnic University- San Pablo City

2012 - 2016

Related Work Experience

Customer Service Agent

Sagility

7F Plaza E Northgate Cyberzone, Filinvest Corporate City

Alabang, Muntinlupa, Metro Manila, Philippines

May 2021 - Present

- Communicates with customers through inbound/outbound calls and email channels about their health/dental coverage
- Identify customer needs through active listening, exercising emotional intelligence and asking follow up questions
- Uses the provided knowledgebase to research answers to customer inquiries and respond to customers with timely, accurate information
- Documents customer needs, interactions and outcomes in the appropriate tool or system

Related Skills/ Competencies

- Customer Service Skills
- Oral/Written Communication and Interpersonal Skills
- Proficient on using Microsoft Word and Excel

Reference/s

Catherine Tubil

Team Manager

Hinduja Global Solutions

Cell: +926 3234 187

Francis Ivor Millar

Sr. Operations Representative

Capital One Philippines

Cell: +919 0080 503